

FIG. 1

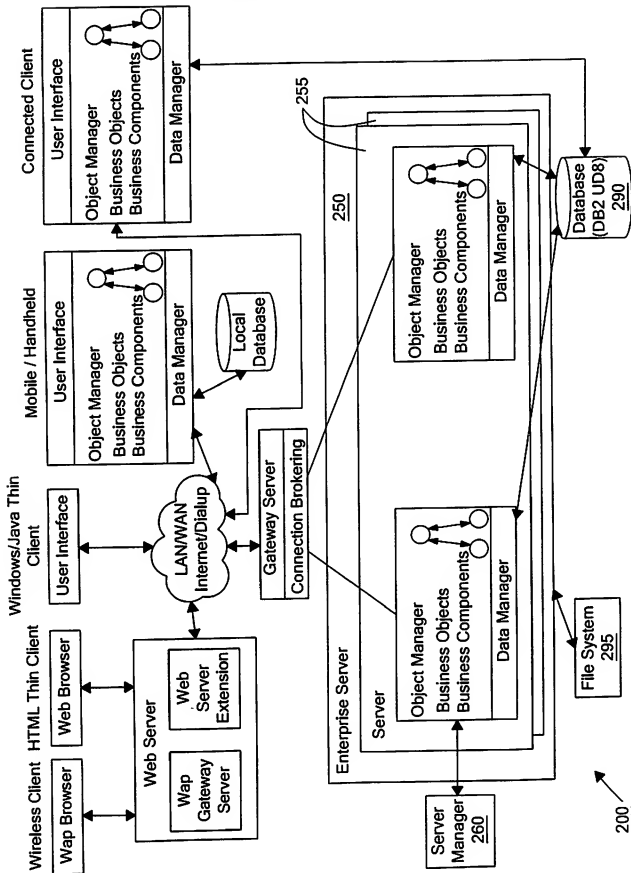


FIG. 2

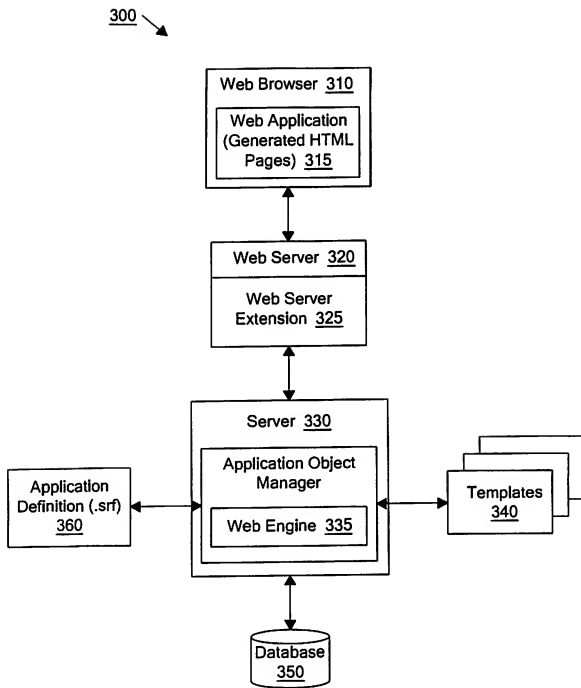


FIG. 3

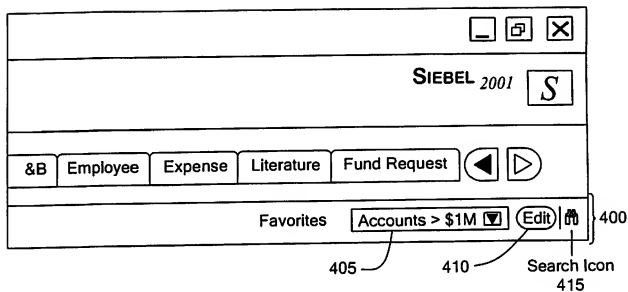


FIG. 4

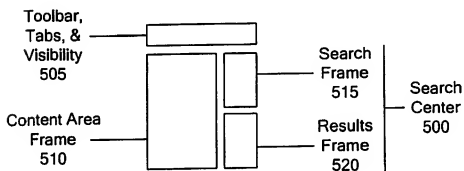


FIG. 5

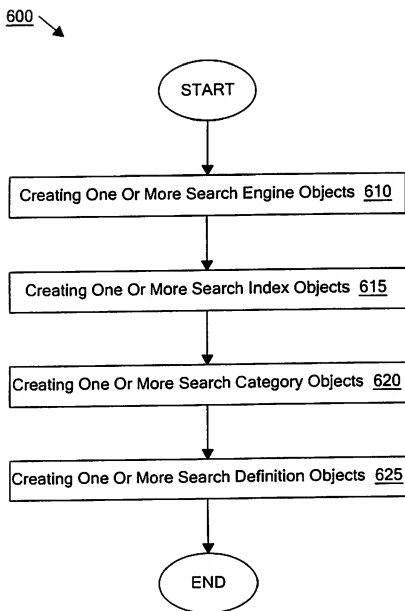


FIG. 6

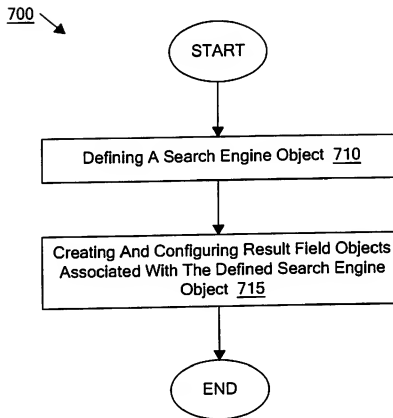


FIG. 7

800 →

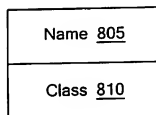


FIG. 8

900 →

Column Name <u>905</u>
Create Column Flag (Optional) <u>910</u>
Data Type (Optional) <u>915</u>
Index Mode (Optional) <u>920</u>
Name <u>925</u>
Text Length (Optional) <u>930</u>
Type <u>935</u>

FIG. 9

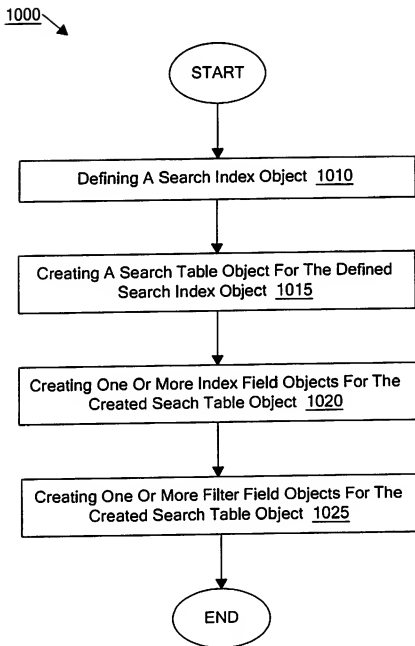


FIG. 10

1100 →

Name <u>1105</u>
Index Business Component <u>1110</u>
Database Table Flag <u>1115</u>

FIG. 11

1200 →

Table Name <u>1205</u>
Engine <u>1210</u>

FIG. 12

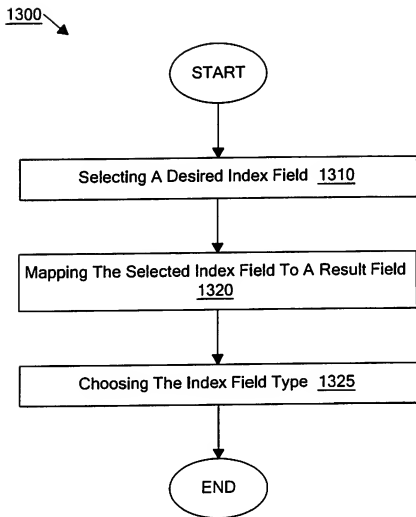


FIG. 13

1400 →

Business Component Field <u>1410</u>
Result Field (Optional) <u>1415</u>
Index Field Type (Optional) <u>1420</u>
Sequence <u>1425</u>

FIG. 14A

1450 →

Name <u>1455</u>
Column Name <u>1460</u>
Data Type (Optional) <u>1465</u>
Index Mode (Optional) <u>1470</u>
Sequence <u>1475</u>
Text Length (Optional) <u>1480</u>

FIG. 14B

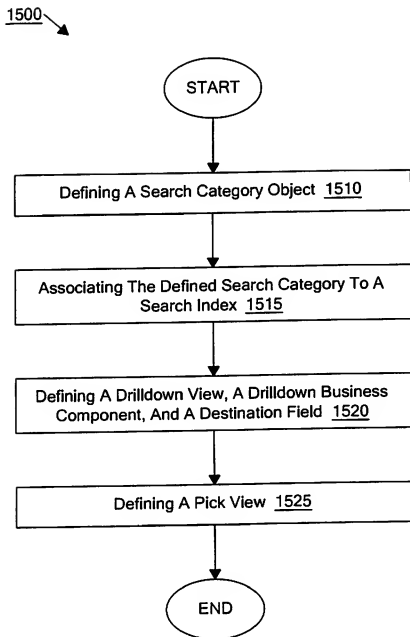


FIG. 15

1600 →

Name <u>1605</u>
Search Index <u>1610</u>
Drilldown Business Component (Optional) <u>1615</u>
Drilldown View (Optional) <u>1620</u>
Result Identifier (Optional) <u>1625</u>

FIG. 16

1700 →

Applet <u>1705</u>
View <u>1710</u>
Name <u>1715</u>
Destination Field (Optional) <u>1720</u>

FIG. 17

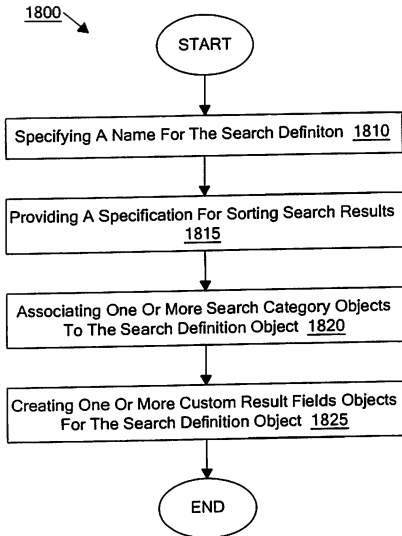


FIG. 18A

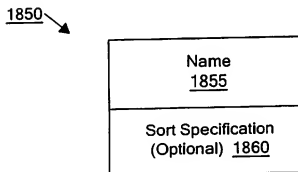


FIG. 18B

1900 →

Name <u>1905</u>
Display Name <u>1910</u>
Filter Search Specification <u>1915</u>
Use Filtered Search (Optional) <u>1920</u>
Sequence (Optional) <u>1925</u>

FIG. 19

2000



Display Name (Optional) <u>2005</u>
Display Format (Optional) <u>2010</u>
Name <u>2015</u>
Scaling Factor (Optional) <u>2020</u>
Sequence <u>2025</u>
Text Alignment (Optional) <u>2030</u>
Use In Search (Optional) <u>2035</u>
Visible (Optional) <u>2040</u>
Width (Optional) <u>2045</u>

FIG. 20

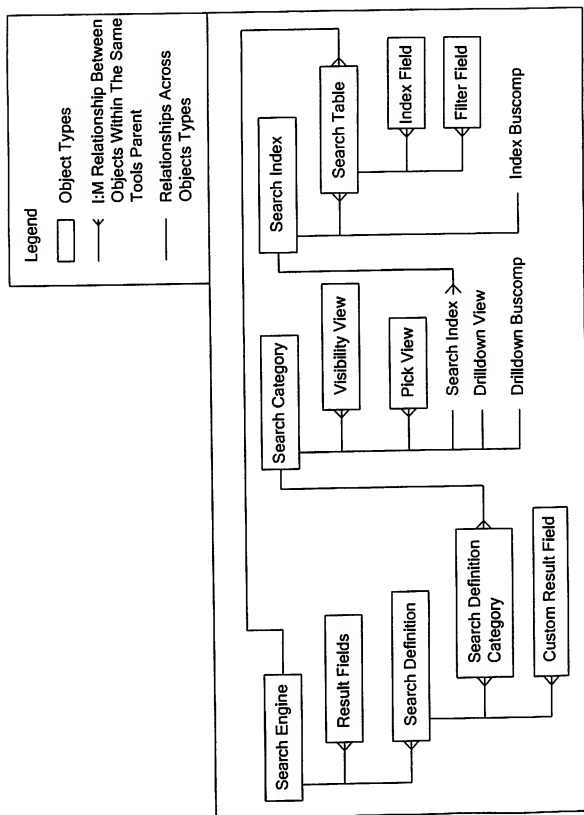


FIG. 21

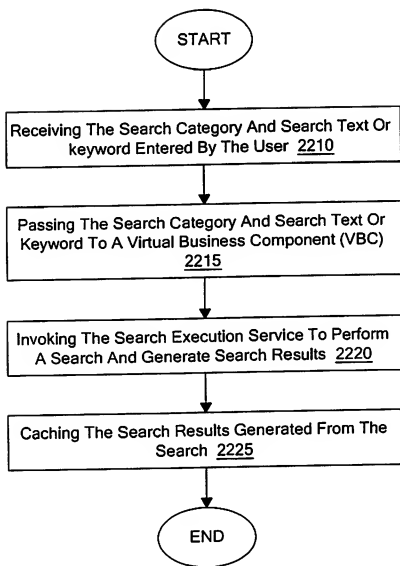
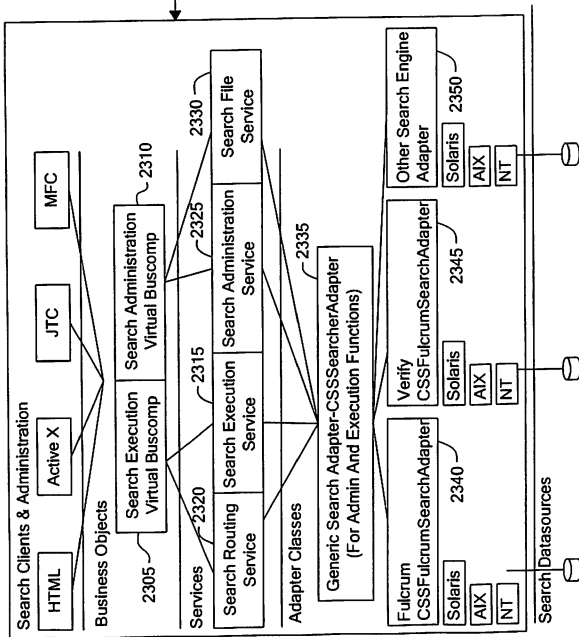


FIG. 22

RUNTIME OBJECTS



Design Time Objects

Tools Objects

1. Search Engine
 - 1.1 Search Result Fields
 - 1.2 Search Definition
 - 1.2.1. Search Custom Result Fields
 - 1.2.2. Search Category
2. Search Category
 - 2.1. Search Pick Views
 - 2.2. Search Visibility Views
3. Search Index
 - 3.1. Search Table
 - 3.1.1. Search Index Field Map
 - 3.1.2. Search Filter Field

FIG. 23

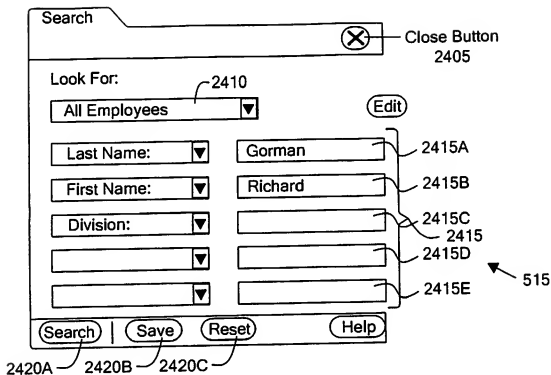


FIG. 24

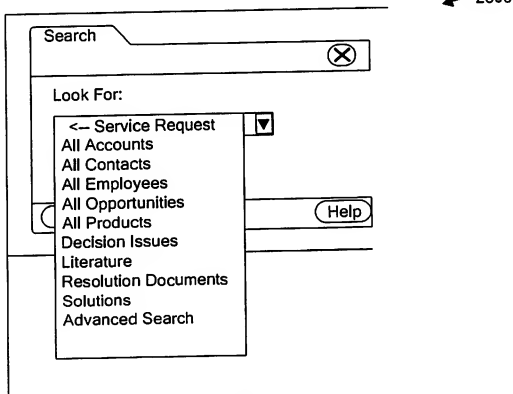


FIG. 25

Siebel Service 7.0

Service > My Service Requests > Activity Plans

Find | View | Help | Show | My Service Requests | Favorites: Accounts > \$1M

Service Request

SR #: [New] [Edit] 1 of 2

Reference: [Select]

Date Opened: []

Account: [Select]

First Name: []

Commit Time: []

Primary Phone #: []

Source: []

Email: []

Site: []

Search 2405

Look For: All Employees 2605

Last Name: Gorman

First Name: Richard

Division: []

[Search] [Save] [Reset] [Help]

Results

	Lastname	Firstname
◆	Gorman	Richard
	Gorman	Richard
	Gorman	Richard

2600

2610

2620

Activities Attachments Solutions Related SRs Invoices Activity Plans Orders Customer

[New] [Edit] 1 to 3 of 3

Home	Summary	Date Open
◆ Hard Drive Failure	24-3348, Hard Drive Failure	05/10/2000
Server Service Process	2-T CU, Server Service Process	05/29/2000
Tech Support Call	24-234A, Tech Support Call	07/08/2000

2620

Activities

[New] [Edit] 1 to 3 of 3

Type	Priority	Status	Description
Diagnostic	2-High	Done	Run Diagnostic Software And Routine Peripheral Utilities And Inspections.
Assessment	2-High	Done	Cost Repair

In Queue 00:00:14 time 1 of 2

FIG. 26

2800 →

Include: ▾

<input type="text" value="Any word (AND match)"/>	} 2805
<input type="text" value="Any word (OR match)"/>	
<input type="text" value="Exact Phrase (quoted query)"/>	

FIG. 28

2900 →

Refine Search:

2905 ☒ Proximity Search. NEAR means chars

FIG. 29

http://smgalin142/calcenter/start.swe-Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search History Address http://smgalin142/calcenter/start.swe Go

File Edit View Go Query Help

Home Accounts Activities Agreements Assets Calendar Contacts Decision Issues Orders

Show: Search Indices 3005

Search Indices: 3005

Index Setting (Find) No Records

Name	Description	Language	Delete
Default Setting		ENU	

(Index) (Refresh) (Refresh All) No Records

Name	Index Buscomp	Table Name	Exists	External Location	Index Status	Save
Action Item	Action Item Default	FUL_AUCT	✓		205 Records Indexed 0 Records Not Indexed	
Catalog Category	Catalog Category	FUL_CAT	✓		45 Records Indexed 0 Records Not Indexed	
Decision Issue	Decision Issue	FUL_DEC	✓	USMQALN1420\ VLED\search_docs	15 Records Indexed 1 Records Not Indexed	
Document	3010	FUL_EXTDOC	✓		5 Records Indexed 4 Records Not Indexed	
Literature	Sales Tool	FUL_UT	✓		173 Records Indexed 0 Records Not Indexed	
Product	Internal Product	FUL_PROD	✓		205 Records Indexed 0 Records Not Indexed	
Resolution Documents	SR Resolution Item	FUL_RESDOC	✓		8 Records Indexed 8 Records Not Indexed	

FIG. 30

http://smgalin142/calcenter/start.swe-Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites History Address http://smgalin142/calcenter/start.swe Go

File Edit View Go Query Help

Home Accounts Activities Agreements Assets Calendar Contacts Decision Issues Orders x

Show: Search Indices v

Search Admin Settings:

Index Setting

Find | No Records

Name	Description	Language	Delete	Save
Default Setting		ENU		

3105

Index | Refresh | Refresh All | No Records

Name	Value	Delete	Save
Normalization	Default		
Stopfile	c:\program files\fulcrum\fulext\fulext.stp		
Translation Table	WIN_LATN1		

3110

3100

FIG. 31

http://smgalin142/calcenter/start.swe-Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites History Address http://smgalin142/calcenter/start.swe Go

File Edit View Go Query Help

Home Accounts/Activities/Agreements/Assets Calendar Contacts Decision Issues Orders

Show: Search Indices

Search Settings:

Setting

1 - 1 of 1

Name	Description	Language	Default	Delete	Save
Advanced Setting (Eng)		ENU	<input checked="" type="checkbox"/>		

3205 3210 3220

(Index) (Refresh) (Refresh All) No Records

Name	Value	Delete	Save
Character Set	WIN_LATN1		
Max Search Row	500		
Normalization	Default		
Proximity Search	80		
Relevance Method	24		
Search Term Separator	OR		

3200

FIG. 32

3300 ↘

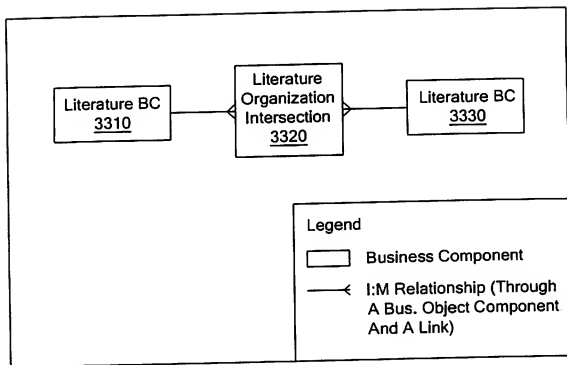


FIG. 33

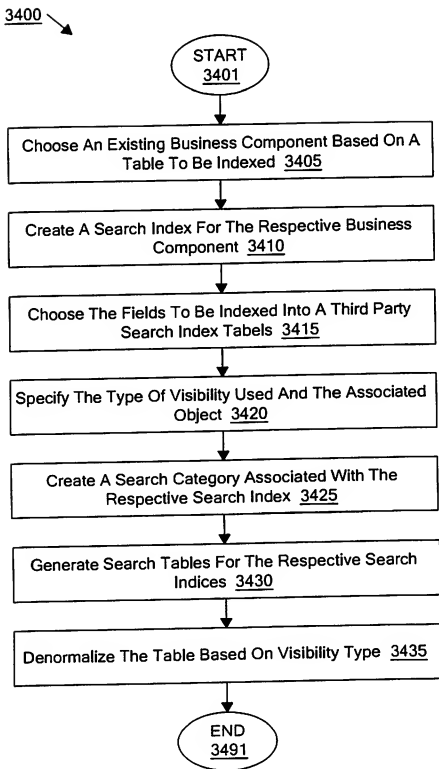


FIG. 34

3500 ↘

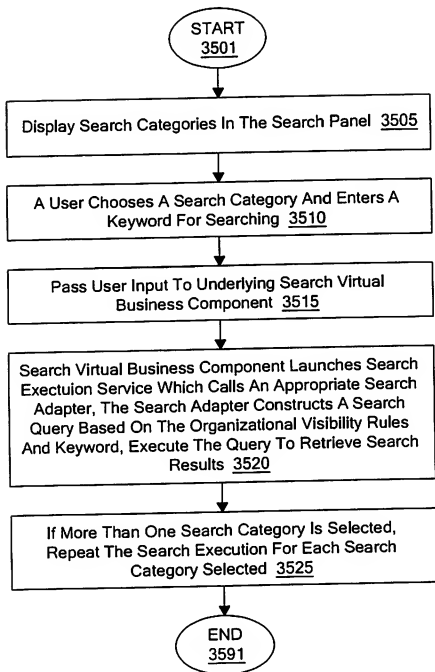


FIG. 35

3600 →

The Middle Of The Diagram Is Access Control. We Want To Provide A Control Structure That Limits The Access Of The Right Side To The Left Side.

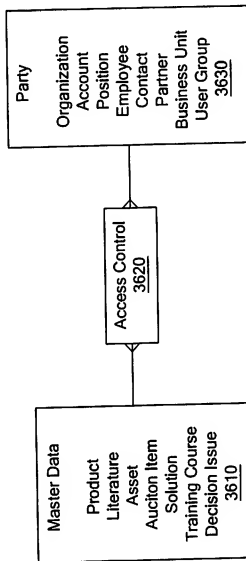


FIG. 36

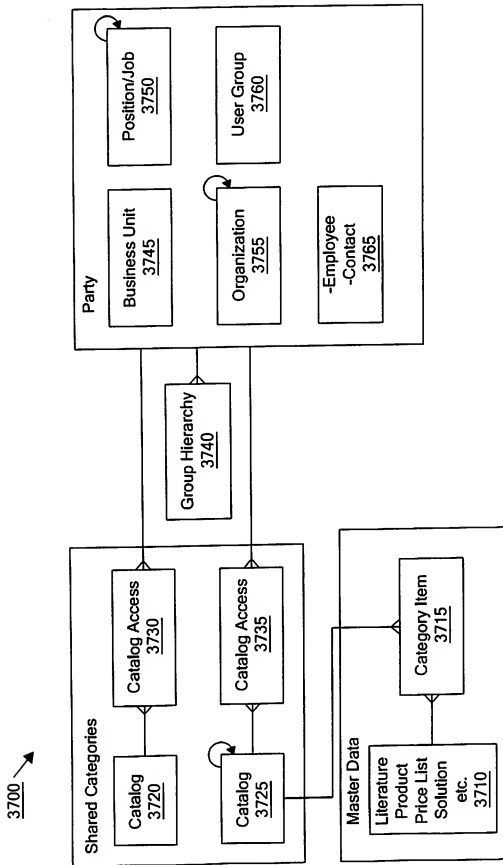


FIG. 37

3800 →

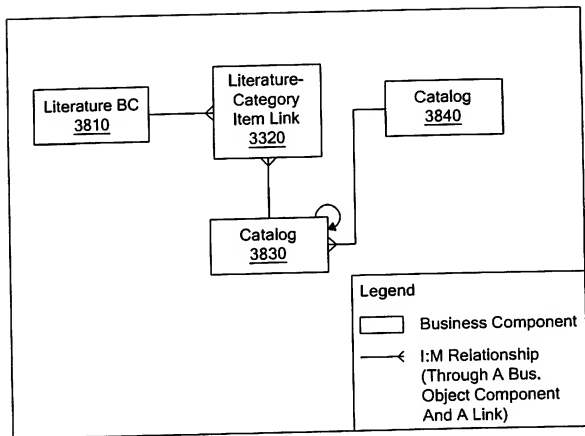


FIG. 38

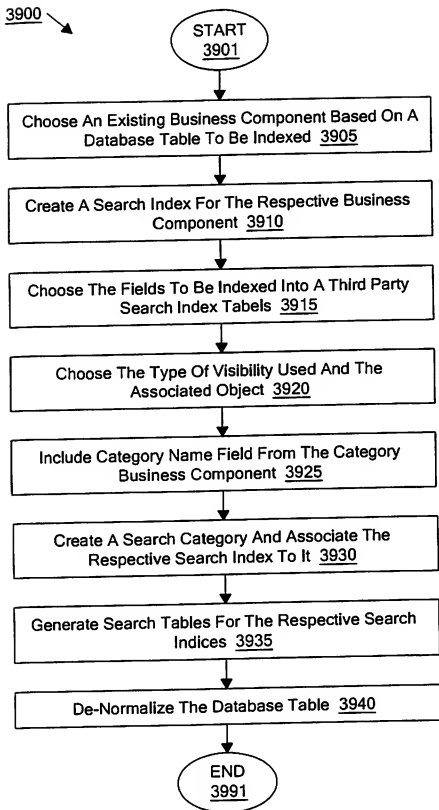


FIG. 39

4000 ↘

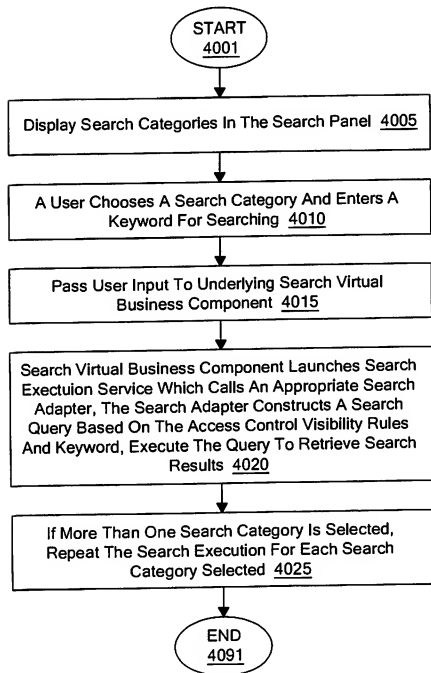


FIG. 40

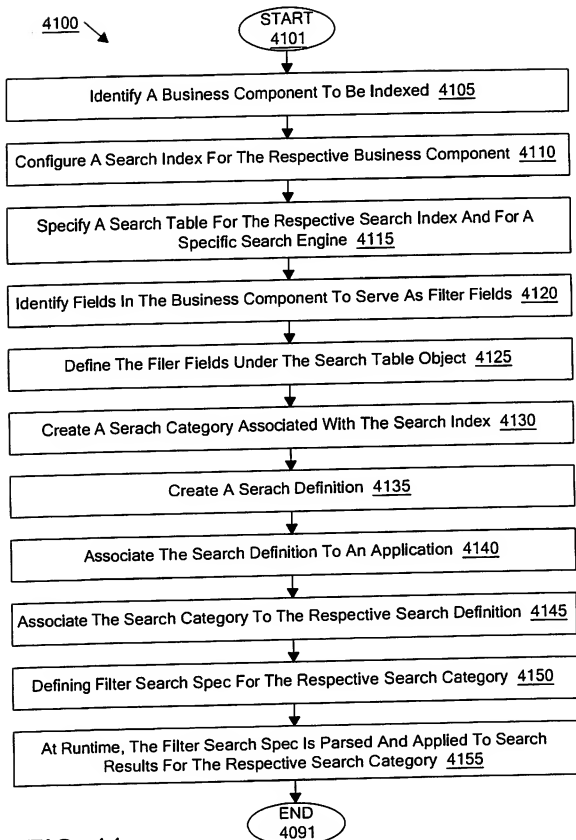


FIG. 41

4200 ↘

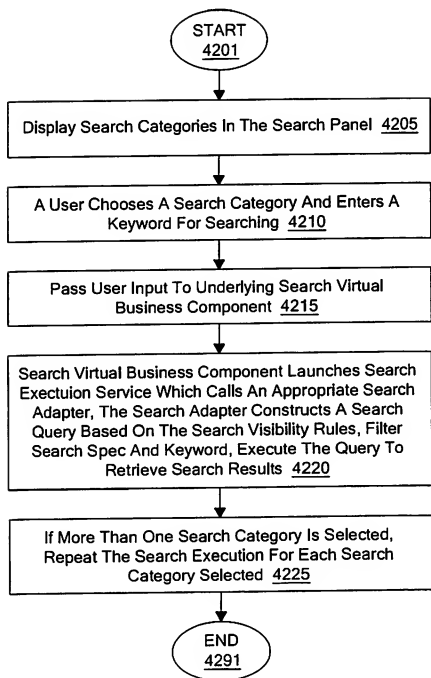


FIG. 42

4300 ↘

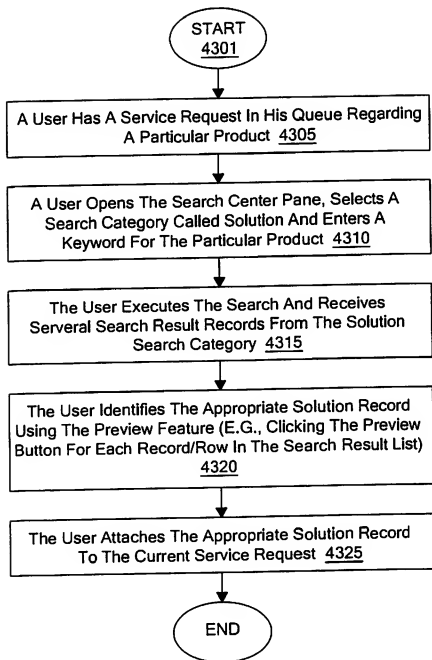
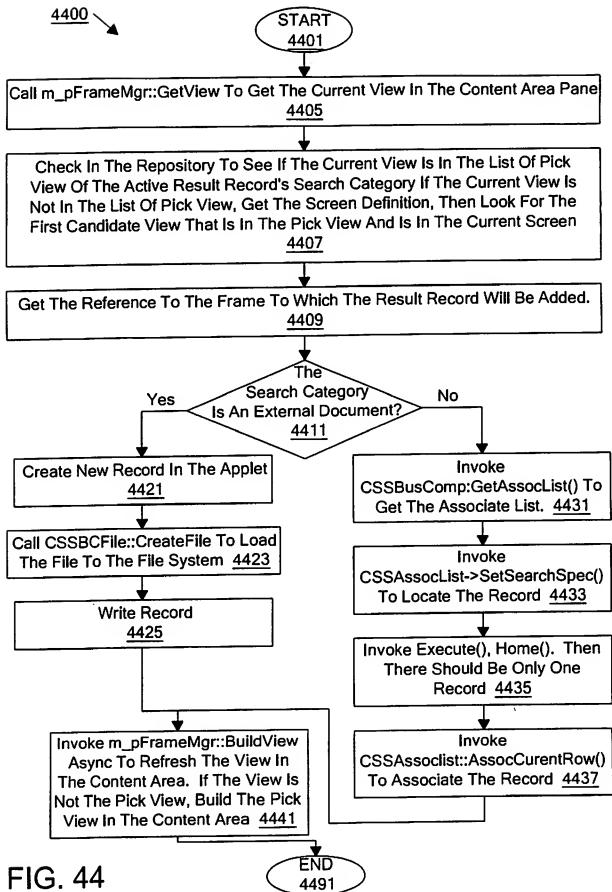


FIG. 43



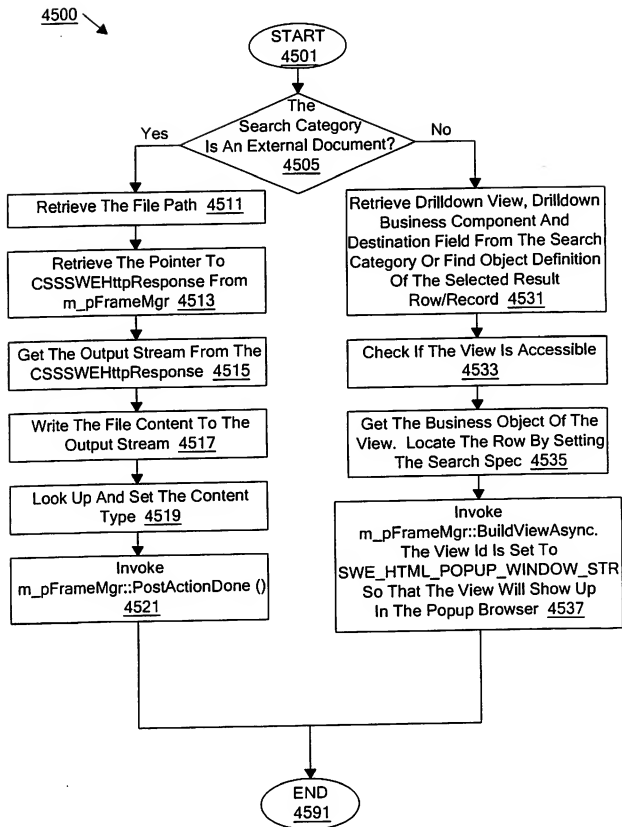


FIG. 45

4600 →

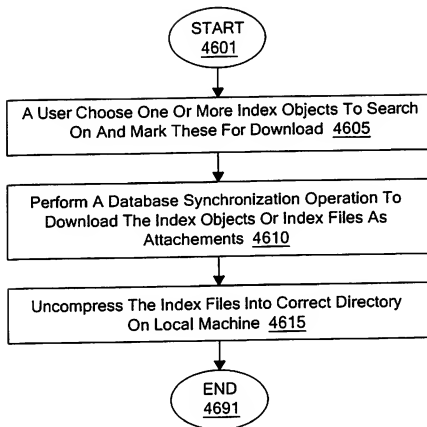


FIG. 46

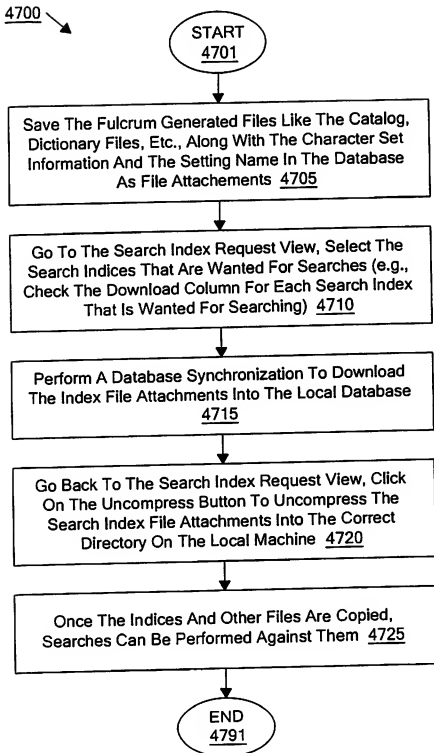


FIG. 47

4800



http://smgalin142/calcenter/start.swe-Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites History

Address http://localhost8080/start.swe Go

Help Favorite Legend Site Map

[Auction Administration] [Interactive Design] [SmartScript Administration] [Delegated Admin] [Comm. Admin]

Index Request

Search Indexes:

Search Index Request

Uncompress SD_ 1-3 of 3

	Download	Category	Index	Exists	Index Size (MB)	Save
◇	<input checked="" type="checkbox"/>	Product	Product	✓	31	<input type="checkbox"/>
◇	<input checked="" type="checkbox"/>	Solution (Call Center)	Solutions	✓	38	
◇		Literature	Literature	✓	9	

FIG. 48

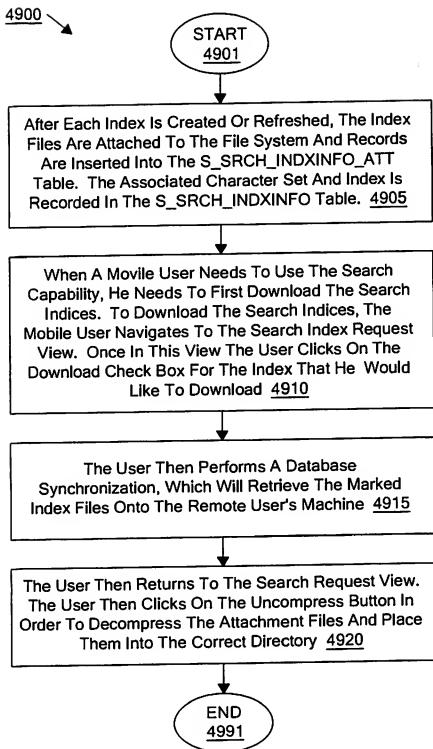


FIG. 49